

MAY 20 2004

004/013

12/9
6-8-04

OFFICIAL

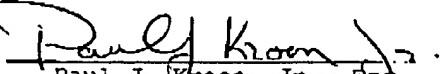
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Jose Villena et al.
 Serial No. : 09/456,166
 Filed : December 7, 1999
 For : Non-Blocking Expandable Call Center
 Architecture
 Attorney's Docket : CELLIT-003XX
 Examiner : Steven Blount
 Group Art Unit : 270

I hereby certify that this correspondence is being transmitted by facsimile to
 Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number
703-872-9306 on May 20, 2004

Response = 10 pgs.
 RCE = 1 pg.

By 
 Paul J. Kroon, Jr., Esq.
 Registration No. 51,902
 Attorney for Applicants

SUBMISSION UNDER 37 C.F.R. § 1.114

Commissioner of Patents
 PO Box 1450
 Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated November 20, 2003,
 please amend the above-identified Patent Application as follows: